

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Substance Abuse Traffic Offenders Program (SATOP)

Demographics

		Total State	Total State (OEP)	Total State (ADEP)	Total State (WIP)	Total State (CIP)
SEX	Male	76.7%	72.0%	77.6%	81.6%	84.6%
	Female	23.3%	28.0%	22.4%	18.4%	15.4%
RACE	White	89.1%	90.2%	94.8%	89.9%	84.3%
	Black	6.3%	4.2%	1.5%	6.6%	11.8%
	Hispanic	2.5%	3.6%	3.0%	2.4%	2.0%
	Native American	1.0%	.8%	0%	.9%	2.0%
	Pacific Islander	.4%	.4%	0%	0%	0%
	Other	.7%	.9%	.7%	.2%	0%
AGE		33.11	33.19	18.87	35.73	38.88
	0-17	4.1%	1.1%	34.3%	0%	0%
	18-49	85.9%	88.6%	64.9%	88.6%	88.5%
	50+	10.0%	10.3%	.7%	11.4%	11.5%
<i>Of the 1513 forms returned, 1193 identified the type of SATOP program.</i>						

Sample Size

Information is based on the number of returned forms and the number of people served according to the DMH billing records. The forms sent to the agency did not indicate program type (e.g., WIP). The program type was to be entered on the form as the forms were distributed. Many forms, however, were received with the program type not indicated. Since an accurate count of forms received by individual programs cannot be calculated, this column is left blank.

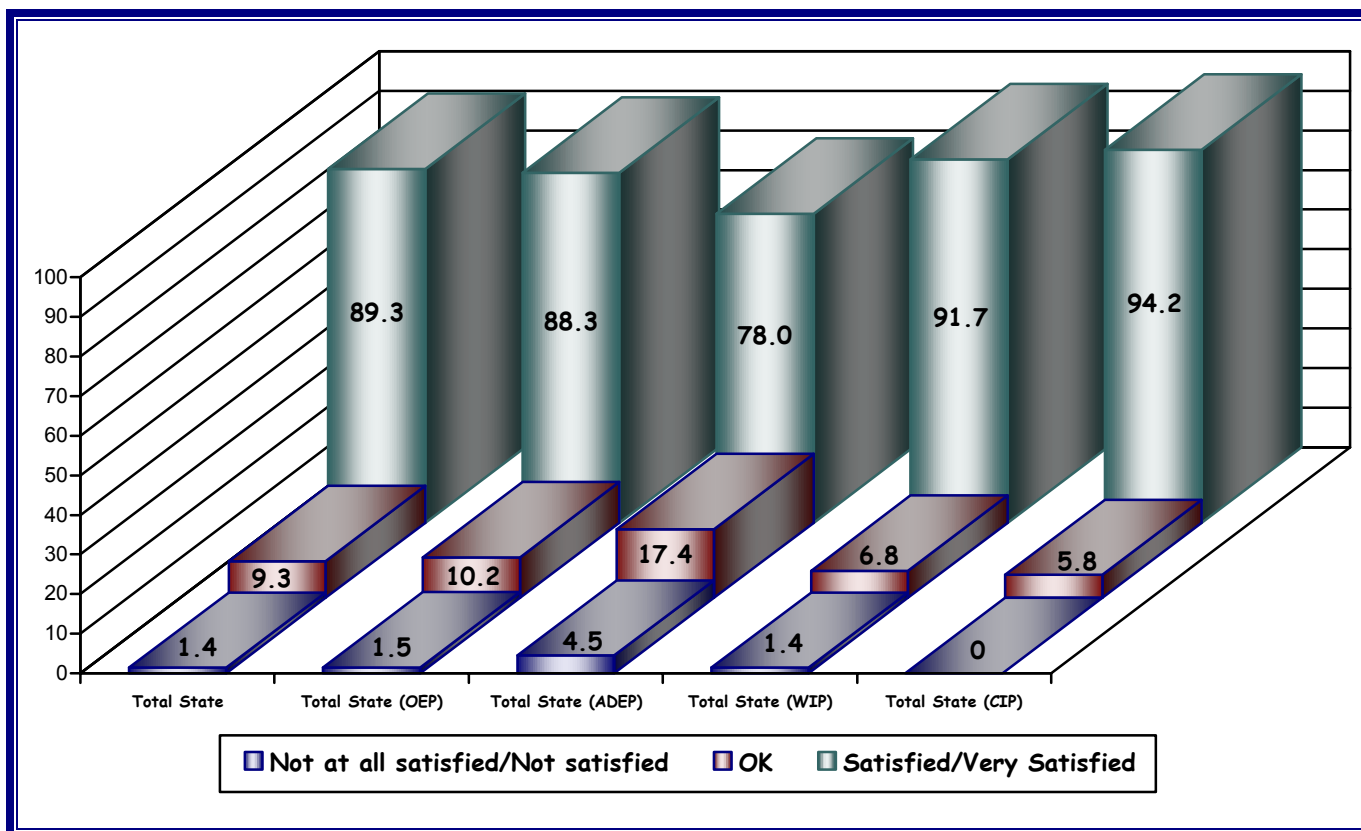
	Number Served April 2000	Number Forms Returned	Percent of Served Returned
Total	2422	1513	62.5%
OEP	1142	573	-
ADEP	275	140	-
WIP	736	428	-
CIP/YCIP	269	52	-
<i>Of the 1513 forms returned, 1193 identified the type of SATOP program. Thus it was not possible to identify a percent of surveys returned rate.</i>			

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.

	Total SATOP	Total State (OEP)	Total State (ADEP)	Total State (WIP)	Total State (CIP)
1. Are you deaf or hard of hearing?	3.5%	3.5%	50.0%	3.8%	0%
1(a). If yes, do you use sign language?	12.5%	5.6%	0%	6.7%	0%
1(b). If yes, did this agency have signing staff?	28.6%	33.3%	0%	100.0%	0%
2. Did this agency use interpreters?	5.5%	3.5%	2.2%	5.3%	0%

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, the percent of agency respondents "satisfied" or "very satisfied" with their SATOP program was 89.3%.
- The highest percent satisfied with services was in the CIP program (94.2%).
- The lowest percent satisfied with services was in the ADEP program (78.0%).

Satisfaction with Services

How satisfied are you . . .	Total State	Total State (OEP)	Total State (ADEP)	Total State (WIP)	Total State (CIP)
1. with the agency staff who provide you with services?	4.47 (1447)	4.47 (547)	4.23 (131)	4.52 (425)	4.65 (51)
2. with our counselor/instructor?	4.63 (1447)	4.68 (548)	4.35 (131)	4.64 (425)	4.79 (52)
3. with how much your agency staff know about how to get things done?	4.47 (1448)	4.47 (546)	4.32 (133)	4.47 (423)	4.62 (52)
4. with how program staff keep things about you or your life confidential/private?	4.48 (1427)	4.46 (540)	4.38 (129)	4.53 (420)	4.65 (52)
5. that the program staff is assisting you achieve the goals of driving without drinking?	4.52 (1439)	4.50 (544)	4.32 (127)	4.60 (426)	4.73 (52)
6. that the agency staff who provide services to you respect your ethnic and cultural background?	4.58 (1390)	4.54 (518)	4.45 (127)	4.63 (414)	4.69 (51)
7. with the services that you receive?	4.47 (1444)	4.47 (547)	4.20 (132)	4.50 (424)	4.65 (52)
8. that services are provided in a timely manner?	4.40 (1449)	4.41 (549)	4.01 (132)	4.39 (426)	4.69 (51)
9. with how easy it is to get to services?	4.30 (1447)	4.28 (547)	3.96 (132)	4.35 (425)	4.50 (52)
10. with how easy it is to get to contact the agency?	4.35 (1437)	4.31 (547)	4.03 (129)	4.41 (423)	4.65 (51)
11. with how you spend your time while at the agency?	4.29 (1439)	4.29 (547)	4.02 (129)	4.29 (421)	4.60 (52)
12. with where the agency is located?	4.22 (1438)	4.21 (547)	3.78 (129)	4.31 (420)	4.60 (52)
How safe do you feel...					
13. in the agency/program site?	4.46 (1444)	4.41 (549)	4.35 (130)	4.51 (425)	4.67 (52)
14. in the neighborhood of the agency/program site?	4.43 (1444)	4.40 (547)	4.24 (131)	4.47 (425)	4.73 (52)
The first number represents a mean rating. Scale (items 1-12): 1=Not at all satisfied . . . 5=Very satisfied. Scale (items 13-14): 1=Not at all safe . . . 5=Very safe. The number represents the number responding to this item.					

Some of the key findings were:

- Participants were satisfied with their counselor/instructor (mean of 4.63 on a five-point scale, (1=not at all satisfied to 5=very satisfied).
- The satisfaction with the counselor/instructor (mean of 4.63) received the highest rating. Where the agency is located received the lowest mean rating (4.22). However, this mean reflects a "satisfied" rating.
- The highest satisfaction with services was in the CIP program and the lowest in the ADEP program.
- The ethnic and cultural backgrounds were perceived to be respected by the staff (mean of 4.58).

Outcome

Due to my SATOP experience . . .	Total State	Total State (OEP)	Total State (ADEP)	Total State (WIP)	Total State (CIP)
15. I am less likely to drink and drive in the future	4.52 (1452)	4.55 (551)	4.28 (133)	4.55 (425)	4.56 (52)
16. My drinking habits will change	4.23 (1452)	4.19 (549)	3.88 (134)	4.30 (424)	4.54 (52)
17. My understanding of alcohol or drugs has improved	4.46 (1454)	4.45 (550)	4.26 (134)	4.50 (426)	4.60 (52)
18. I now better understand myself	4.11 (1451)	4.00 (549)	3.81 (134)	4.17 (424)	4.44 (52)
19. I now spend less money on alcohol/drugs	4.12 (1443)	4.06 (549)	3.65 (132)	4.20 (421)	4.67 (52)
20. I better understand Missouri's DWI laws and penalties for DWI	4.47 (1457)	4.54 (554)	4.30 (134)	4.39 (426)	4.60 (52)
21. My attitude toward the police, courts, DOR and SATOP has improved	3.76 (1452)	3.78 (552)	3.52 (133)	3.74 (424)	4.13 (52)
22. I better understand the relationship between consumption/use (amount) and levels of impairment	4.41 (1457)	4.43 (553)	4.15 (134)	4.40 (427)	4.69 (52)
<p>The first number represents a mean rating. Scale: 1=Definitely do not agree . . . 5=Definitely agree. The number in parentheses represents the number responding to this item.</p>					

Some of the key findings were:

- The participants reported that they were less likely to drink and drive in the future (mean of 4.52; 1=does not agree with the statement to 5=agree with the statement).
- There was a better understanding of alcohol and drugs and Missouri's DWI laws (means of 4.46 and 4.47, respectively).
- The lowest agreement was with the statement: "My attitude toward the police, courts, DOR and SATOP has improved" (mean of 3.76).

Staff Attitude and Performance

	Total State	Total State (OEP)	Total State (ADEP)	Total State (WIP)	Total State (CIP)
23. Were you told of your right to a second opinion?	79.0% (1108)	75.6% (408)	68.5% (87)	84.4% (346)	84.6% (4)
24. Were you told of your right to a judicial review?	74.0% (1031)	71.9% (386)	64.6% (82)	79.0% (320)	72.5% (37)
25. Were you told of the six month shelf-life rule ^a ?	65.8% (907)	63.8% (339)	52.0% (65)	76.0% (310)	57.1% (28)
26. Did SATOP attempt to coerce or require you to attend some other (non-SATOP) program which was not required by the court or DOR?	20.4% (285)	16.6% (90)	27.2% (34)	24.9% (101)	15.7% (8)
<p>The first number represents the percent that answered "Yes." The number in parentheses represents the number responding to this item.</p> <p>(a) Offenders are informed at the time of screening that the referral is valid for a period of six months from the date of screening during which time they must enter or begin a program. After this time, the screening assessment will be null and void and must be repeated.</p>					

Some of the key findings were:

- Most of the participants were told of their right to a second opinion (79.0%). Statistics were higher for the WIP and CIP programs.
- Over half of the participants were told about the six month shelf-life rule (65.8%). Significantly less consumers in the ADEP program (52.0%) noted this disclosure than in the WIP program (76.0%).

Comparison of Gender

A comparison was made between male and female consumers and the satisfaction items. Females were more satisfied with services. They also reported that the SATOP classes had more effect on their drinking and driving behavior.

How satisfied are you...	Gender		Significance
	Male	Female	
3. with how much the staff knows about how to get things done?	4.44 (1074)	4.56 (327)	F(1,1400) 7.25, p=.007
4. with how staff keeps things confidential?	4.46 (1059)	4.57 (324)	F(1,1382) 5.49, p=.019
6. with how the staff respect your cultural background?	4.56 (1034)	4.66 (312)	F(1,1345) 5.35, p=.021
7. with the services you receive?	4.45 (1072)	4.58 (328)	F(1,1399) 7.93, p=.005
9. with how easy it was to get services?	4.27 (1074)	4.39 (328)	F(1,1401) 5.07, p=.024
11. with the time you spent at the agency?	4.26 (1067)	4.39 (327)	F(1,1393) 6.10, p=.014
15. that you are less likely to drink/drive in the future?	4.48 (1076)	4.67 (329)	F(1,1404) 17.14, p<.001
17. that your understanding of alcohol/drugs has improved?	4.45 (1078)	4.55 (329)	F(1,1406) 5.13, p=.024
18. that you better understand yourself?	4.06 (1077)	4.31 (328)	F(1,1404) 6.15, p=.013
20. that you understand the DWI laws better	4.45 (1080)	4.56 (330)	F(1,1409) 4.64, p=.031
21. that your attitude toward the police/courts has improved?	3.70 (1075)	3.98 (330)	F(1,1404) 13.96, p<.001
22. that you understand the relationship between alcohol and impairment?	4.38 (1080)	4.52 (330)	F(1,1409) 7.82, p=.005
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison of Racial/Ethnic Background

A comparison was made among different racial and ethnic backgrounds as to their satisfaction ratings. Only two satisfaction with services items were significant. On the average, Hispanic, Native American, and African American respondents were more satisfied that services were provided in a timely manner and with the time they spent at the agency. Hispanics reported that they spend less on alcohol and drugs, had a better understanding of DWI laws and an improved attitude toward the police/courts. Caucasians and Hispanics reported that they were less likely to drink and drive due to their SATOP experience.

How satisfied are you...	White	Black	Hispanic	Native American	Pacific Islander	Other	Significance
8. that services were provided in a timely manner?	4.39 (1244)	4.48 (87)	4.59 (34)	4.71 (14)	3.67 (6)	4.00 (9)	F(5,1393)2.33, p=.041
11. with your time spent at the agency?	4.28 (1236)	4.41 (85)	4.56 (34)	4.36 (14)	3.67 (6)	3.67 (9)	F(5,1383)2.88, p=.014
15. that you are less likely to drink/drive in the future?	4.54 (1249)	4.35 (83)	4.50 (34)	4.21 (14)	4.00 (6)	4.40 (10)	F(5,1395)2.27, p=.045
19. that you spend less on alcohol/drugs?(a, b, c)	4.11 (1241)	4.39 (83)	4.44 (34)	4.07 (14)	3.83 (6)	3.00 (10)	F(5,1387)4.32, p=.001
20. that you understand the DWI laws better?	4.46 (1252)	4.66 (85)	4.63 (35)	4.43 (14)	4.33 (6)	3.80 (10)	F(5,1401)2.67, p=.021
21. that your attitude toward the police/courts has improved?	3.75 (1249)	4.04 (84)	4.00 (34)	3.71 (14)	4.33 (6)	3.10 (10)	F(5,1396)2.22, p=.050
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Other. (b) Interaction between Black and Other. (c) Interaction between Hispanic and Other.</p>							

Comparison by Age

Comparisons were made among three age groups (1) youth under 18 years of age; (2) young adults from 18 to 49 years of age; and (3) adults 50 years and older. Adult consumers were more satisfied with services than youth under 18 years of age. Adults also reported that they were changing their habits concerning alcohol and drug use and drinking and driving significantly more frequently than the youth.

How satisfied are you...	0-17	18-49	50+	Significance
2. with your counselor?(a, b)	4.29 (55)	4.65 (1208)	4.68 (138)	F(2,1400)8.70 p<.001
3. with how much the staff knows about how to get things done?(b)	4.26 (57)	4.47 (1205)	4.56 (139)	F(2,1400)3.57, p=.028
5. that the staff assisted you in the goal of not drinking and driving?(a, b)	4.24 (55)	4.53 (1200)	4.62 (139)	F(2,1393)6.06, p=.002
7. with the services you receive?(a, b)	4.20 (56)	4.48 (1208)	4.58 (137)	F(2,1400)5.69, p=.003
8. that services were provided in a timely manner?(a, b)	3.73 (56)	4.43 (1208)	4.47 (139)	F(2,1402)20.34, p<.001
9. with how easy it was to get services?(a, b)	3.61 (57)	4.32 (1208)	4.42 (137)	F(2,1401)20.30, p<.001
10. with how easy it was to contact the agency?(a, b)	3.96 (55)	4.37 (1197)	4.38 (140)	F(2,1391)6.50, p=.002
11. with the time you spent at the agency?(a, b, c)	4.00 (54)	4.29 (1200)	4.48 (140)	F(2,1393)7.13, p=.001
12. with the location of the agency?(a, b)	3.46 (54)	4.24 (1206)	4.40 (135)	F(2,1394)21.12, p<.001
14. with how safe you feel in the neighborhood?(a)	4.18 (55)	4.45 (1204)	4.46 (140)	F(2,1398)3.36, p=.035
15. that you are less likely to drink/drive in the future?(a)	4.26 (58)	4.55 (1210)	4.46 (138)	F(2,1405)4.93, p=.007
16. that you have changed drinking habits?(a, b)	3.86 (58)	4.23 (1209)	4.42 (139)	F(2,1405)7.49, p=.001
19. that you spend less on alcohol/drugs?(a, b, c)	3.69 (58)	4.12 (1203)	4.38 (136)	F(2,1396)9.61, p<.001
21. that your attitude toward the police/courts has improved?(a, b, c)	3.37 (57)	3.75 (1208)	4.11 (140)	F(2,1404)9.84, p<.001
22. that you understand the relationship between alcohol and impairment?(a, b)	4.07 (58)	4.42 (1212)	4.51 (140)	F(2,1409)6.90, p=.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between 0-17 and 18-49. (b) Interaction between 0-17 and 50+. (c) Interaction between 18-49 and 50+.</p>				

Comparison by Current Living Situation

There were no significant differences either in the satisfaction with services or quality of life scales.

Comparison by Whether Resided in Residential Treatment

There were no significant differences either in the satisfaction with services or quality of life scales.

Comparison across Programs

On the average, the consumers in the Clinical Intervention Program (CIP) were more satisfied with services than those in the other services. The consumers in the CIP program also reported a better understanding about alcohol and drugs. Those in the Alcohol Drug Education Program had the lowest ratings when asked if the program affected their continuing drinking and driving.

How satisfied are you...	OEP	ADEP	WIP	CIP	Significance
1. with the staff who serve you?(a, d, e)	4.47 (547)	4.23 (131)	4.52 (425)	4.65 (51)	F(3,1153)6.12, p<.001
2. with your counselor?(a, d, e)	4.68 (548)	4.35 (131)	4.64 (425)	4.79 (52)	F(3,1155)10.37, p<.001
3. with how much the staff knows about how to get things done?	4.47 (546)	4.32 (133)	4.47 (423)	4.62 (52)	F(3,1153)2.67, p=.047
5. that the staff assisted you in the goal of not drinking and driving?(d, e)	4.50 (544)	4.32 (127)	4.60 (426)	4.73 (52)	F(3,1148)7.02, p<.001
6. that the staff respect your cultural background?	4.54 (518)	4.45 (127)	4.63 (414)	4.69 (51)	F(3,1109)3.34, p=.019
7. with the services you receive?(a, d, e)	4.47 (547)	4.20 (132)	4.50 (424)	4.65 (52)	F(3,1154)6.45, p<.001
8. that services were provided in a timely manner?(a, d, e)	4.41 (549)	4.01 (132)	4.39 (426)	4.69 (51)	F(3,1157)10.95, p<.001
9. with how easy it was to get services?(a, d, e)	4.28 (547)	3.96 (132)	4.35 (425)	4.50 (52)	F(3,1155)7.62, p<.001
10. with how easy it was to contact the agency?(a, d, e)	4.31 (547)	4.03 (129)	4.41 (423)	4.65 (51)	F(3,1149)9.14, p<.001
11. with the time you spent at the agency?(a, d, e)	4.29 (547)	4.02 (129)	4.29 (421)	4.60 (52)	F(3,1148)6.54, p<.001
12. with the location of the agency?(a, c, d, e)	4.21 (547)	3.78 (129)	4.31 (420)	4.60 (52)	F(3,1147)13.66, p<.001
13. with how safe you feel in your agency site?	4.41 (549)	4.35 (130)	4.51 (425)	4.67 (52)	F(3,1155)3.91, p=.009
14. with how safe you feel in the neighborhood?(c, d, e)	4.40 (547)	4.24 (131)	4.47 (425)	4.73 (52)	F(3,1154)5.97, p<.001
15. that you are less likely to drink/drive in the future?(a, d)	4.55 (551)	4.28 (133)	4.55 (425)	4.56 (52)	F(3,1160)5.42, p=.001
16. that you have changed drinking habits?(a, d, e)	4.19 (549)	3.88 (134)	4.30 (424)	4.54 (52)	F(3,1158)9.37, p<.001
17. that your understanding of alcohol/drugs has improved?(d)	4.45 (550)	4.26 (134)	4.50 (426)	4.60 (52)	F(3,1161)3.68, p=.012
18. that you better understand yourself?(c, d, e)	4.00 (549)	3.81 (134)	4.17 (424)	4.44 (52)	F(3,1158)7.96, p<.001
19. that you spend less on alcohol/drugs?(a, c, d, e, f)	4.06 (549)	3.65 (132)	4.20 (421)	4.67 (52)	F(3,1153)15.41, p<.001
20. that you understand the DWI laws better?(a, b)	4.54 (554)	4.30 (134)	4.39 (426)	4.60 (52)	F(3,1165)5.16, p=.002
21. that your attitude toward the police/courts has improved?(e)	3.78 (552)	3.52 (133)	3.74 (424)	4.13 (52)	F(3,1160)3.75, p=.011
22. that you understand the relationship between alcohol and impairment?(a, d, e)	4.43 (553)	4.15 (134)	4.40 (427)	4.69 (52)	F(3,1165)7.26, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less.

- (a) Interaction between OEP and ADEP.
- (b) Interaction between OEP and WIP.
- (c) Interaction between OEP and CIP.
- (d) Interaction between ADEP and WIP.
- (e) Interaction between ADEP and CIP.
- (f) Interaction between WIP and CIP.

SATOP Subjective Responses

What Like Best About the Program:

The consumers of the SATOP program mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

Counselors:

The counselors were seen as very knowledgeable (*very knowledgeable on how to get their message across*) and able to answer questions (*answered all questions quickly and at best of their ability*). They were *interested in what was going on in my life*. Teachers were seen as *dedicated to this program and well trained and really wanting to help people*. The fact that the counselors were willing to help participants was a frequent comment *People really tried to help you*. Their friendliness was commented on *The counselors were very friendly and tried to accommodate everyone as best as possible*. The style of teaching was also described *She taught the golden rules and preached and carried out a sermon*.

Understanding Attitude of the Staff:

The staff had a very understanding attitude toward the participants of the program. *The teachers here are understanding and try to help you out as much as possible*. One person described that they *had a counselor who understood where I was coming from. Finally had a male counselor, who also was not reading or saying it from a book*. The staff did not *look down* on the attendees. Their approach was *thoughtful, not force-fed or punitive*. They were seen as *trying to help everybody, treating [them] fairly*. They *did not judge you for what you have done, they just try to help*. Everyone was *treated with equal respect*.

Learning About the Effects of Alcohol:

The purpose of the program was to teach the participants about the effects of alcohol and drug use. Many of the comments reflected this *What I learned about the effects of alcohol* was a typical one. Another person stated *They try to make sure that we know everything that alcohol can do to our bodies and to our lives*. The course was seen as *trying to help me better my life and make it safer for myself and others*. It was seen as *extremely helpful and should bring better awareness of many negative consequences*. Several respondents discussed the negative effects of alcohol and drug use *They told us all the consequences that drinking and drugs do*.

Positive Outcomes:

For a substantial number of the participants, there was a positive outcome to their participation in the SATOP program. *Learned about the effects of drugs and alcohol in combination with driving*. The program *gave me a chance to improve the quality of my life by showing me there is life without drinking*. The program was seen as *a big help in my recovery*. It *enlightened you about yourself and the others you may hurt*. It *made me more aware of my situation and of the consequences of drinking and driving*. One person summarized this category *I feel that I'm leaving with information that will stay with and keep me determined to stay away from alcohol*.

Environment:

The setting of the program was seen as conducive for learning *The relaxed environment. I feel comfortable and I feel like I can say anything without being judged.* It was seen as a very comfortable atmosphere. *Everyone was nice and very helpful.* Similar responses included *Comfortable atmosphere, attempted to keep class interesting, easygoing and I appreciated the scenery, relaxed atmosphere and the safety I felt while attending.* There was some mention about the food, *good food.*

Classes Interesting:

The participants perceived the classes as *interesting. Everything was made interesting which made it easy to pay attention.* The classes were *not boring or repetitive and moved along quickly.* They were made *rather enjoyable.* The *instructor was not boring.* In fact one person thought *it was fun at times.*

Teaching Methods:

The methods of teaching facilitated learning. *Through the films I watched I learned a lot.* There were many *small group therapy* which was seen as *very helpful.* The small groups were noted by several other comments *Small group discussions were well and open.* Another, *the small groups helped me see what I was doing wrong.* Even the larger group meetings were helpful *I liked the big group meetings because that's when I learned the most.* Some consumers noted they had *independent counseling.*

Convenience:

The participants liked the time that the class was held *weekend time frame.* This was a frequent comment *The ability to complete the class on weekend and set the classes to your own personal schedule.* They also appreciated that the classes were *quick and efficient.* As one consumer stated *The timely and efficient manner which services were rendered.* The teachers were *prompt.* Setting up the appointment even for the classes was seen as convenient *They were easy to reach and set up appointments without long delays.*

What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

Time of the Program:

While some participants liked the weekend courses, some did not appreciate the length of the day *I don't think that ten hours is any better than five. I think in one evening everything could be accomplished.* The former comment was echoed by another respondent *They could have been shorter to retain student attention span.* Another person wanted a weekday session *daytime hours could contribute to clients being more alert - greater attention span.* The lack of options about locations and times was cited *More availability in other locations and times.* For another respondent, the weekend classes interfered with work *I only work weekends. I almost lost my job because it wasn't offered during the week.* The start time of the class was also seen as too early *Have the Saturday classes later in the day, not at 8:00 AM.*

Class Discussion:

Some of the people who answered the survey wanted more variety in the classes *more topics to talk about*. They wanted *a little more action in some of the topics*. The respondents mentioned *more group participation* and *longer discussion time* as two suggestions. The type of discussion was also reflected in the comments *More future oriented discussion instead of dwelling on the past*.

Class Size:

Several attendees remarked about the class size. One wanted *smaller classes*. The other felt *they need to have more than one a month so the classes won't be so big*.

Broaden the Audience for the Class:

Several people described the need for this class to be opened up to a broader audience as a preventive training. *By getting with the city and trying to get them to let them give these services to the schools and businesses of the town*. One person stated *I feel this class would be beneficial to kids before they have a chance to drink and drive*.

Financial Considerations:

There were some people who felt that the cost of the program was too high *lower cost*. *The education fee seemed excessive*.

Additional Resources:

It was felt that there should be more resources available for the participants. *I would like to see a reference sheet made available that lists other resources for information (e.g., books, videos or programs)*. More information was needed on health issues *I would like to hear more on personal health issues related to alcohol*. Another area where information was needed was on *state laws*.

Facilities:

There were suggestions about the facilities and accommodations:

- Have adequate room for clients without having to be driven to different buildings.
- Maybe some more space.
- Better lighting.
- Better regulation of the heat and air condition. Too much hot or cold.
- Quieter air conditioning in meetings.
- Better food. Not chicken everyday.
- Doughnuts or bagels.
- Could have provided juice, coffee, or soda.